

**MEMORANDUM:**

September 08, 2016

**TO:** Harry Black, City Manager  
Sheila Hill-Christian, Assistant City Manager  
John Juech, Assistant City Manager  
**FROM:** Office of Performance & Data Analytics  
**SUBJECT: PermitStat**



This memo will address the following agenda items:

- 1. RSP iLab Implementation**
  - a. Implementation plan update
  - b. Performance data
- 2. Buildings & Inspections Permitting Performance.**
  - a. Time to 1<sup>st</sup> Review
  - b. Turnaround for Revision Reviews
  - c. Number of Revisions
  - d. Pre-Screening
  - e. Outlier analysis (if any)
  - f. Proposal of New Metrics for building inspection process
- 3. Support Department Permitting Performance**
  - a. Boards permit processing data
  - b. DOTE permit processing data
  - c. Fire permit processing data
  - d. Water permit processing data
  - e. MSD permit processing data
  - f. Inspection Bureau permit processing data
  - g. Health sanitarian staffing data

FOLLOW UP ITEMS REQUESTED

1. Permitting process staffing data: Now that all departments are able to report their permitting processing performance, the next milestone involves identifying the staffing resources available to the permitting process. **Please complete the information requested in the previously provided template for your particular department, including the new metric of number of staff processing these permits.**
2. RSP iLab Implementation: Please provide, for August:
  - **An updated “current status” for the iLab implementation plan**
  - **August data for the performance metrics**
3. Bi-weekly Data Reporting. **Please continue to provide performance measure data in accordance with performance measures data reporting template.**
4. Health Department. **Please provide previously discussed information on the full workload of senior sanitarians and sanitarians.**
5. Building Inspection Process. Now that all departments are reporting on the permitting process, we would like to move the conversation beyond permits to the building inspections process. **Please work with OPDA to schedule a brainstorming meeting to discuss:**
  - **Developing reporting metrics for general building inspectors and property maintenance.**
  - **Subdivisions.**

REVOCABLE STREET PRIVILEGE INNOVATION LAB

• **Revocable Street Privilege Update**



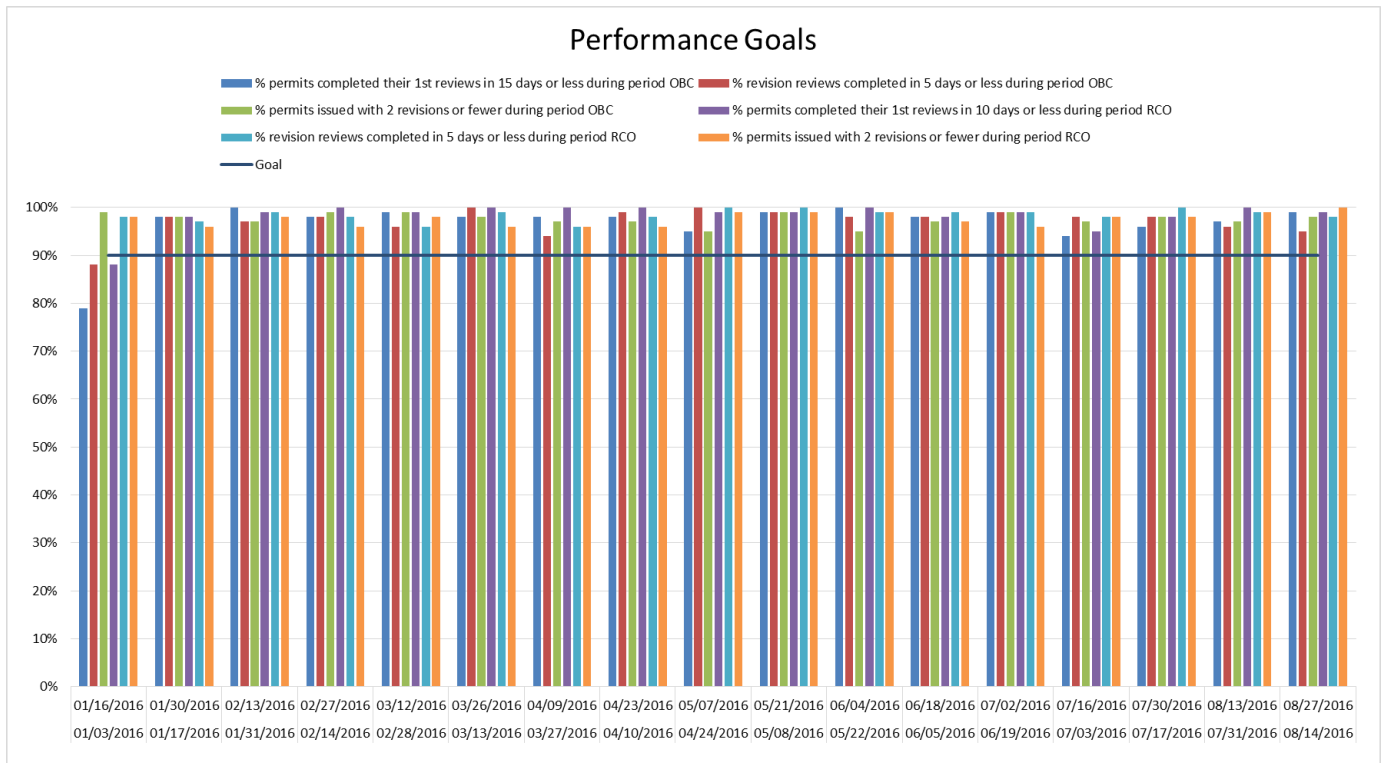
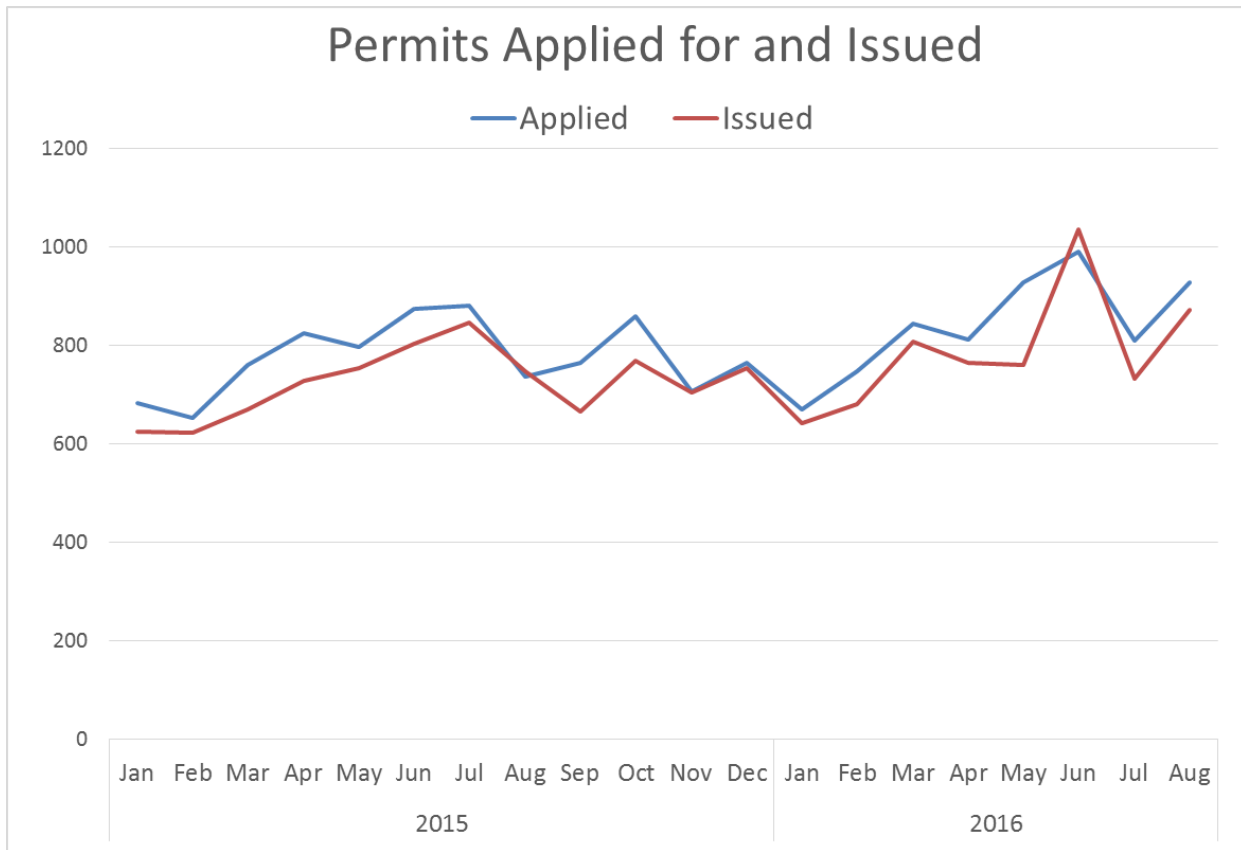
Start date		04/01/2016				Timeline for Implementation											
Priority	Task #	Task Name	Process Owner	Current Status		1-May-16	1-Jun-16	1-Jul-16	1-Aug-16	1-Sep-16	1-Oct-16	1-Nov-16	1-Dec-16	1-Jan-17	1-Feb-17	1-Mar-17	1-Apr-17
iLab Blitz Actions	1	Generate Application Examples (ADA Compliant)	Long														
	2	Create "Acceptable ROW Standards" Policy Recommendation	Pettit	Done													
	3	Application Checklist	Pettit	Done													
	4	Customer Education Regarding New RSP Process (NBD / CC)	Denise	In Process													
	5	Administration / CC buy-in to new process	Moore	Initiate after completion of Checklist													
	6	Create Central Information Point (City Website)	Pettit	Done													
	7	Eliminate Conditional Approval	Law	Pending													
	8	CPD Review/Comment Process Efficiency	Anderson / Simpson	Discussing with PD personnel													
	9	Develop RSP SOP Process/Manual	Denise	Started, pending revisions													
	10	Database Coordination (Share Drive / CAGIS)	Denise/Morgan	Done													
iLab Milestones	1	Collecting Fees (Online?)	DOTe / Law / Finance / ETS	Non-existent enforcement, pending review and application of CMC													
	2	Update Fee Structure	DOTe / Law	Pending discussion and decisions													
	3	Need Funding Resources for Appropriate Enforcement	DOTe	Enforcement is minimal, need clarification of efficiencies created by iLab													
	4	Clarify / Modify CMC	Travis	Need discussion and determination with DOTe/Law and approval from CC													
	5	Developing interface to attach Contracts to CAGIS	Denise/Raj	In process - Working out the kinks in the program													
	6	Approve Policy Updates	Moore	Pending creation of policy recommendations by staff													
	7																
	8																
	9																
	10																
iLab Quick Hits Actions	1	Confirm CM signature Requirement	Denise	Done													
	2	Define Central Contact Person	Denise	Done													
	3																
	4																
	5																
	6																
	7																
	8																
	9																
	10																

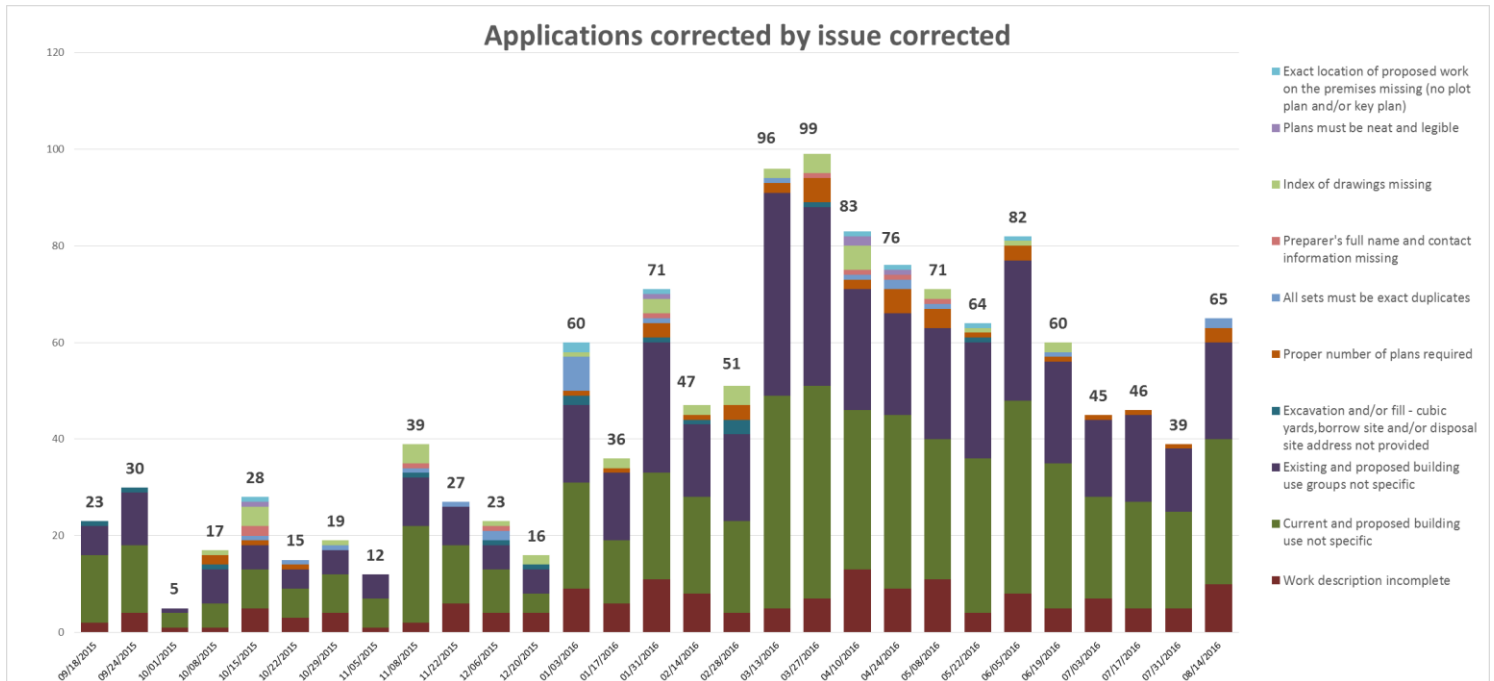
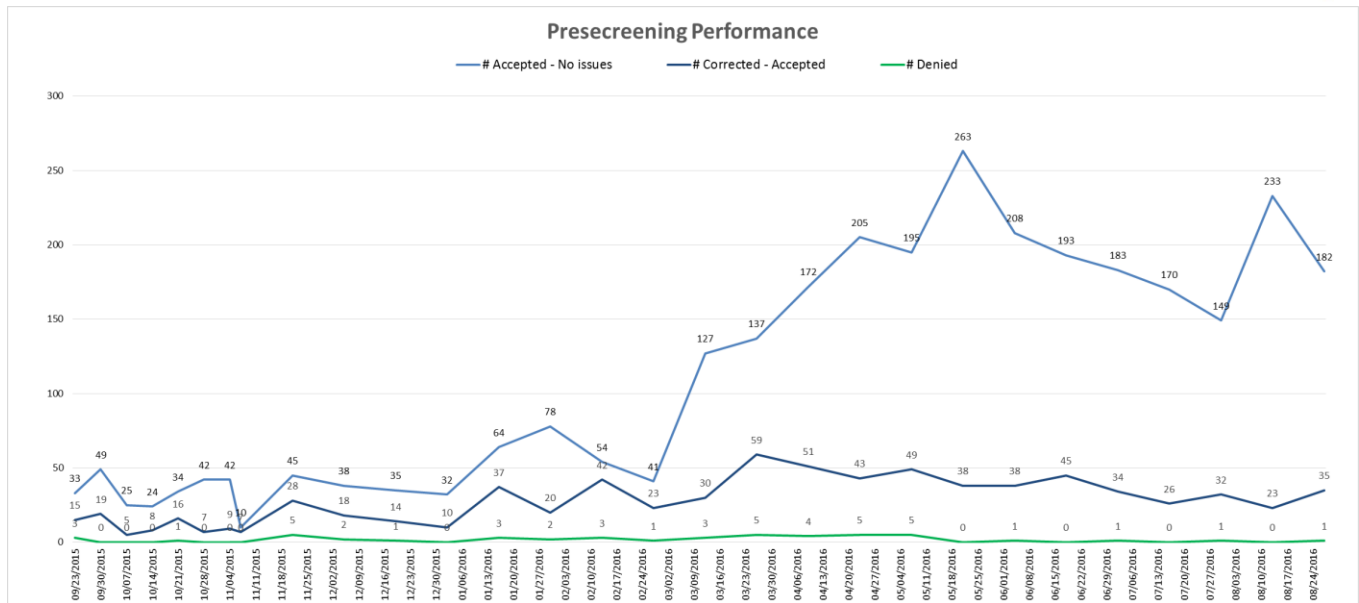
• **Performance Metrics and Implementation Plan.**

Revocable Street Privilege Process Metrics		Current State Baseline (average per month)	Future State Estimate (average per month)	June	July	Aug
<b>Process Performance Metrics</b>						
# applications received		10	10	9	10	17
# signed contracts		4	8	5	5	2
# signed contracts / # applications x 100%		40%	80%	56%	50%	12%
# conditional approval		8	0	6	10	10
# applications rejected		1	1	2	1	2
# pending applications - with City		1	0	2	2	3
# pending applications - with customer		2	0	3	3	3
Avg days from application to signed contract		153	45	126	132	134
Avg days from application to either conditional approval or rejection		39	25	33	33	33
Avg days in pending status - With City		30	20	69	69	68
Avg days in pending status - With customer		65	15	32	33	30
<b>Process Design Improvements</b>						
Average # of re-work loops per month				4	6	6
# decision points		8	6	8	8	8
# in-house databases used		2	0	2	2	2

PERFORMANCE MONITORING

• **Performance Monitoring B&I.**



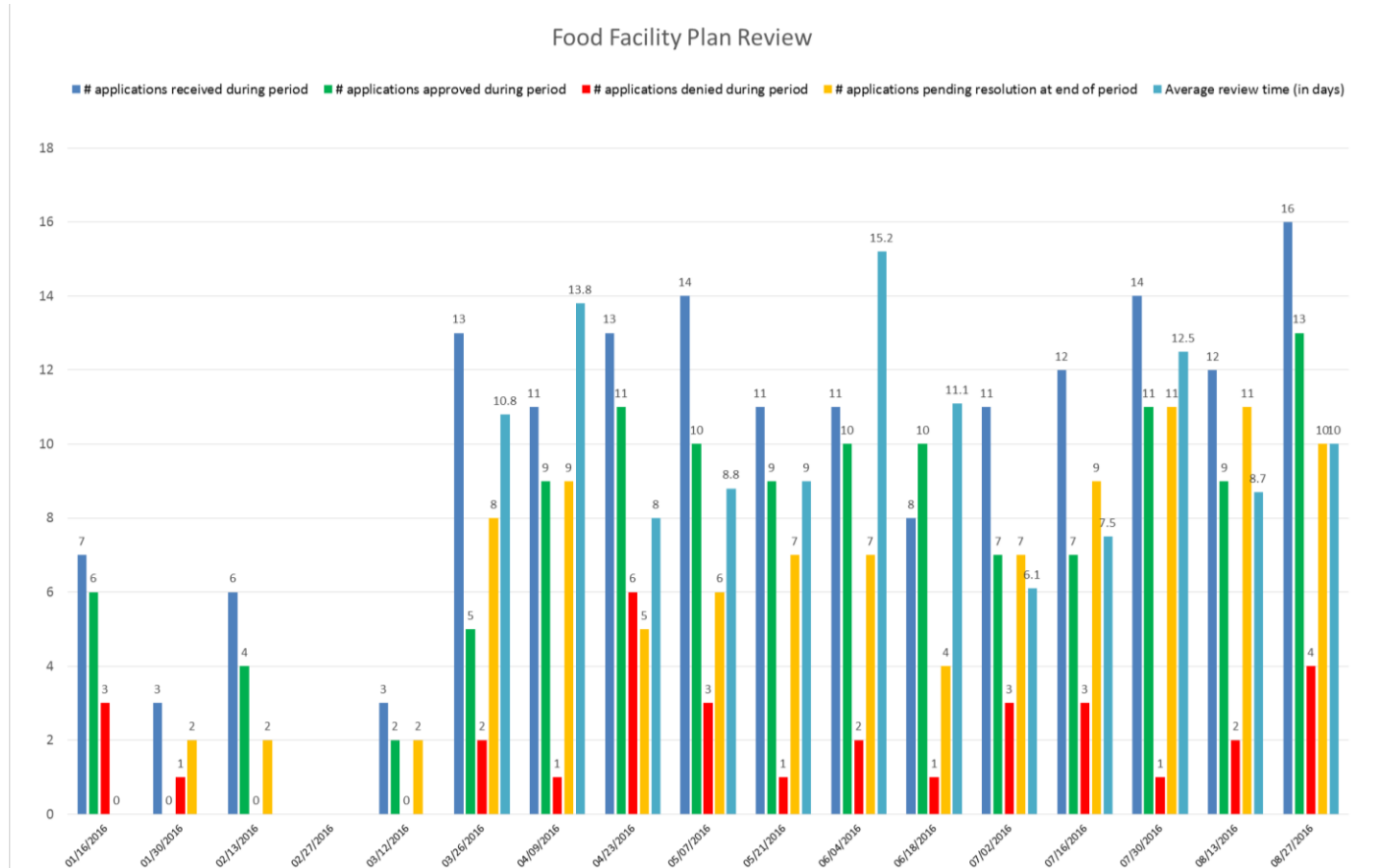
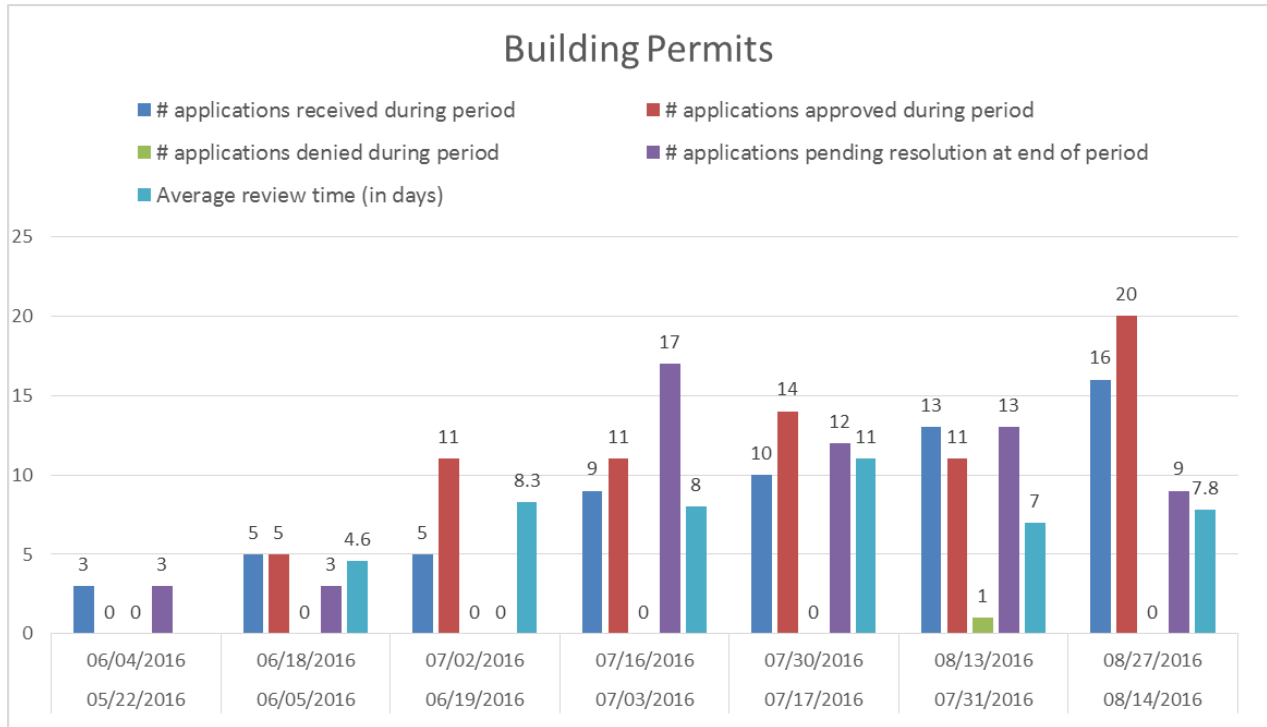


- **Proposal of New Performance Template for Building Inspections**

# Building Inspections Processed										
Period Start	07/17/2016	07/31/2016	08/14/2016	08/28/2016	09/11/2016	09/25/2016	10/09/2016	10/23/2016	11/06/2016	11/20/2016
Period End	07/30/2016	08/13/2016	08/27/2016	09/10/2016	09/24/2016	10/08/2016	10/22/2016	11/05/2016	11/19/2016	12/03/2016
<b>Building Construction Inspection</b>										
<b>Plumbing</b>										
<b>Residential</b>										
# inspection requests										
# inspections scheduled										
# inspections completed										
# inspections passed										
# inspections failed										
# requested inspections pending scheduling										
# applications pending resolution at end of period										
Average time (days) from application to completion										
# of inspectors										
Average # inspections per inspector Service area A										
Average # inspections per inspector Service area B										
<b>Commercial</b>										
# inspection requests										
# inspections scheduled										
# inspections completed										
# inspections passed										
# inspections failed										
# requested inspections pending scheduling										
# applications pending resolution at end of period										
Average time (days) from application to completion										
# of inspectors										
Average # inspections per inspector Service area A										
Average # inspections per inspector Service area B										
<b>Electric</b>										
<b>Residential</b>										
# inspection requests										
# inspections scheduled										
# inspections completed										
# inspections passed										

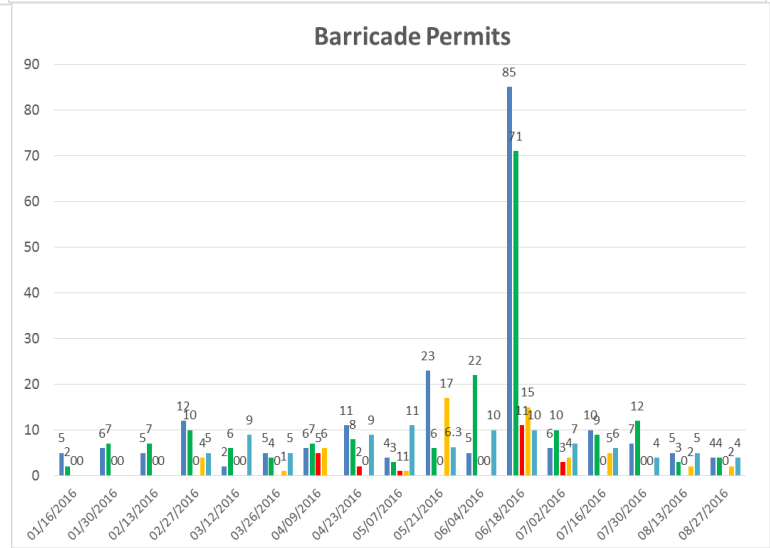
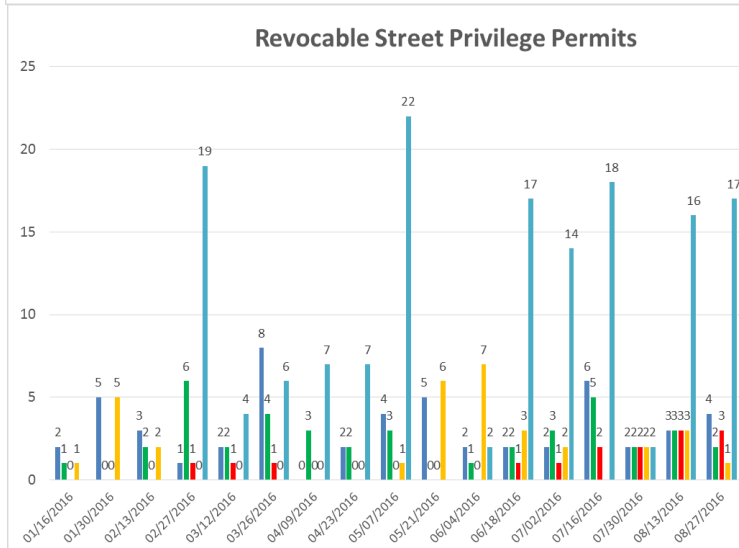
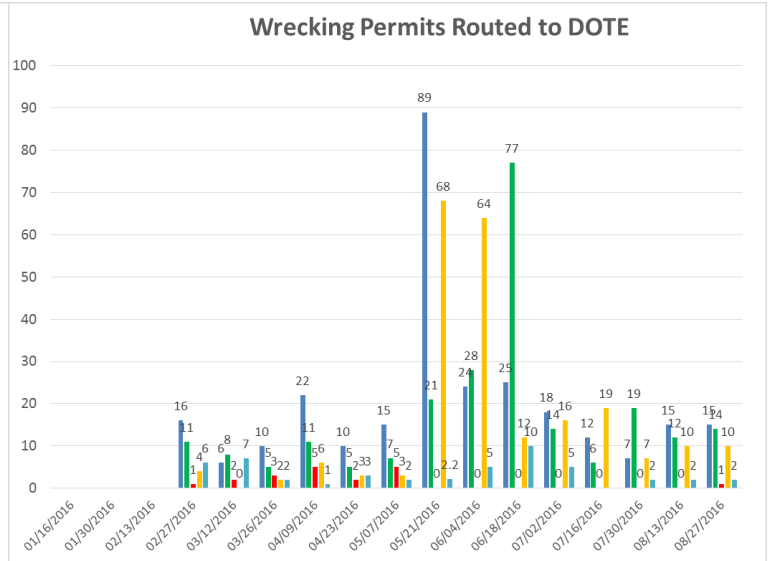
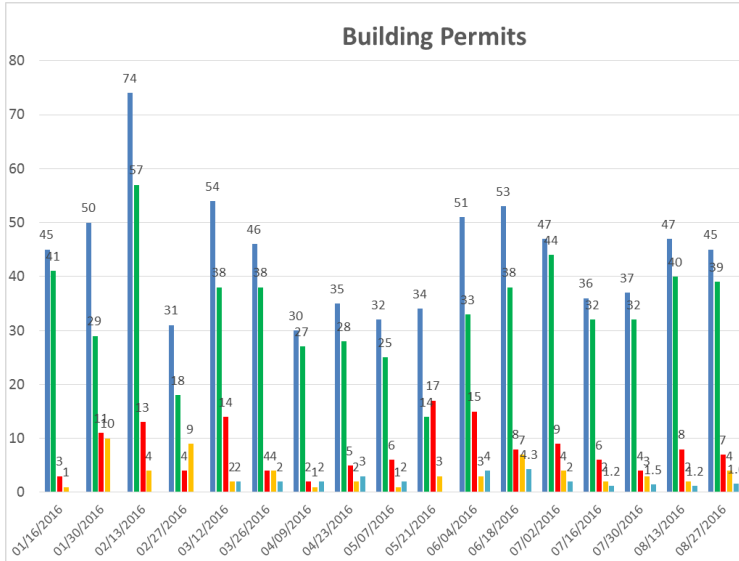
• Performance Support Departments.

## Health



# DATE

■ # applications received during period ■ # applications approved during period ■ # applications denied during period ■ # applications pending resolution at end of period ■ Average review time (in days)





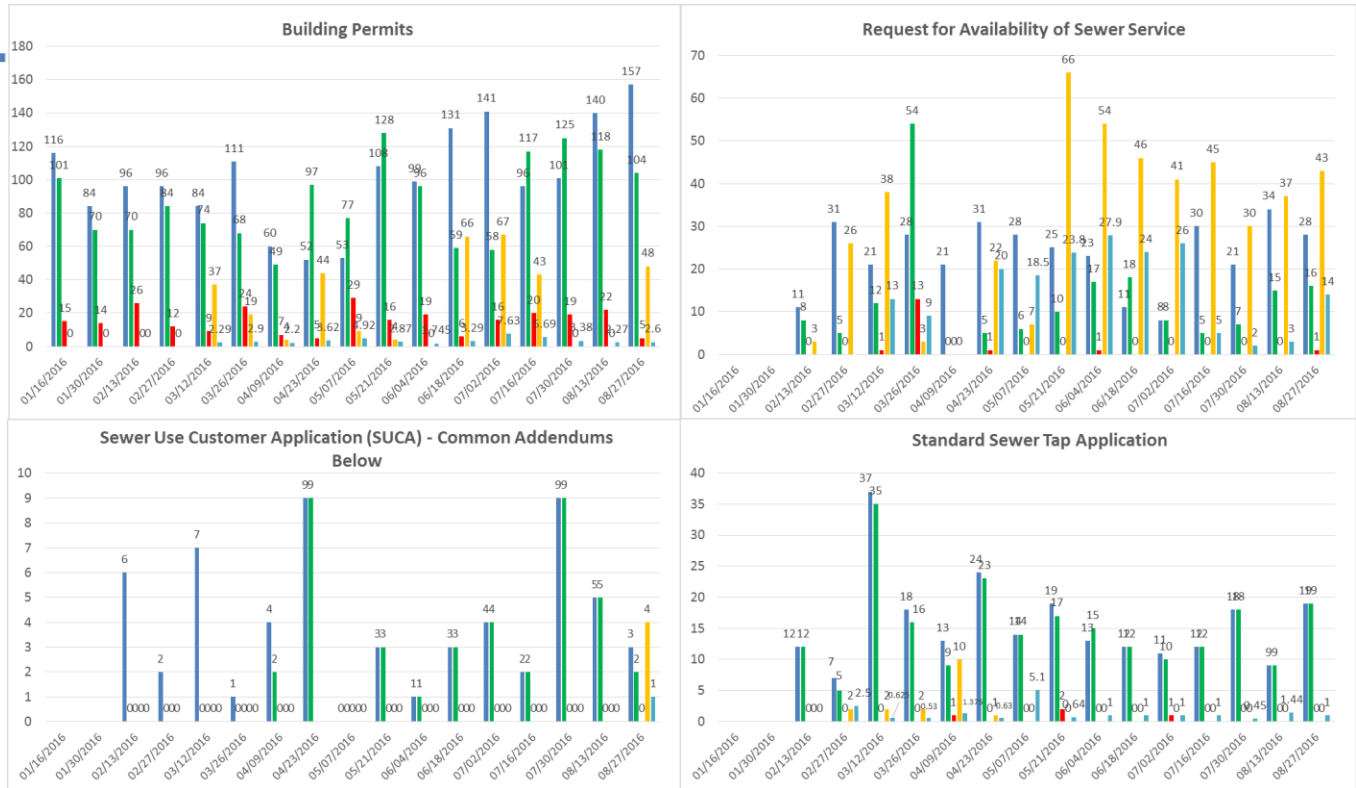
## FIRE

■ # applications received during period ■ # applications approved during period ■ # applications denied during period ■ # applications pending resolution at end of period ■ Average review time (in days)



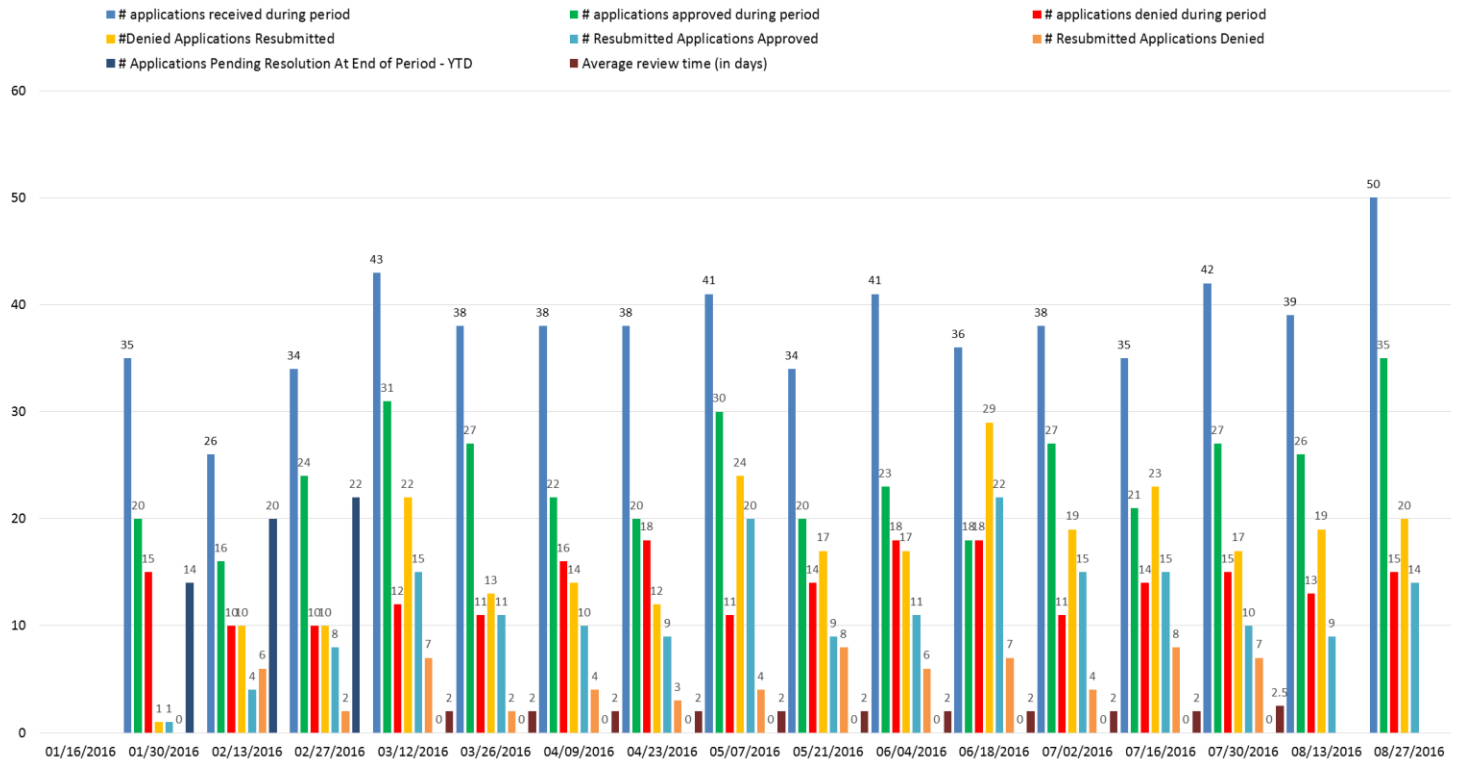
# MSD

■ # applications received during period ■ # applications approved during period ■ # applications denied during period ■ # applications pending resolution at end of period ■ Average review time (in days)



# Inspection

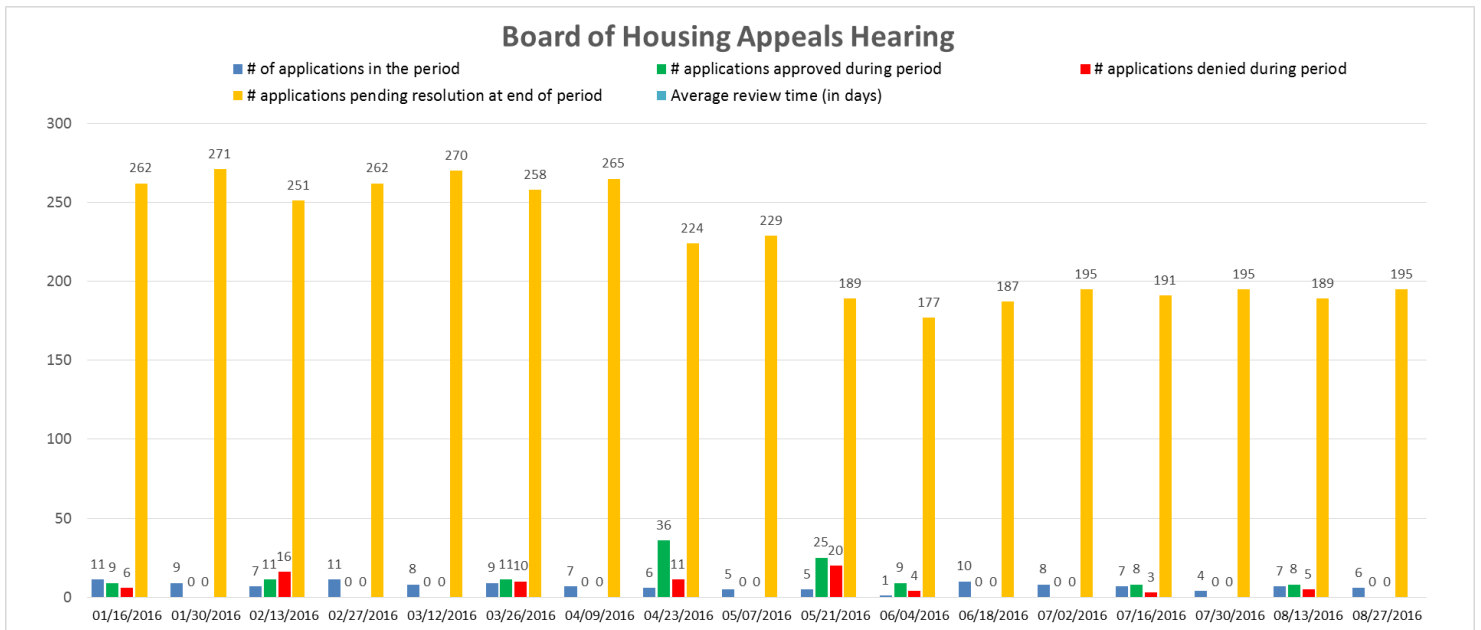
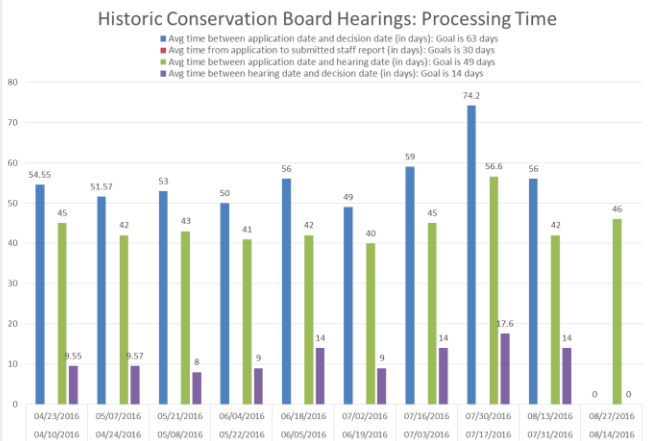
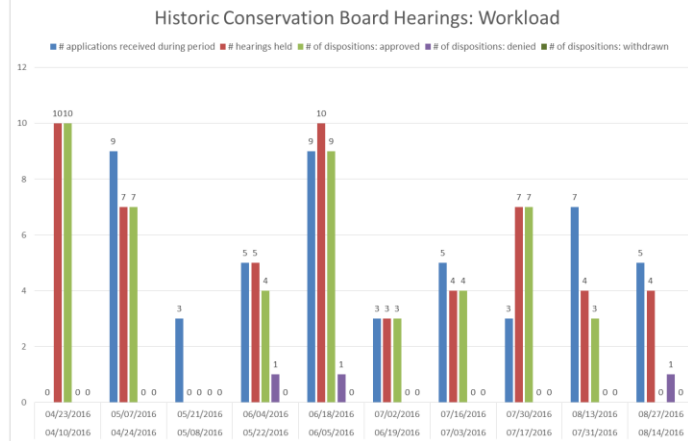
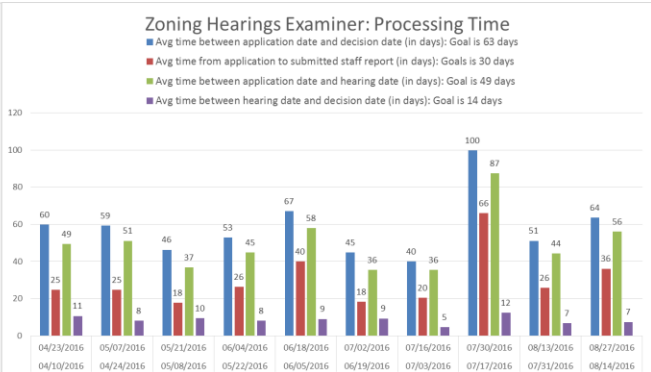
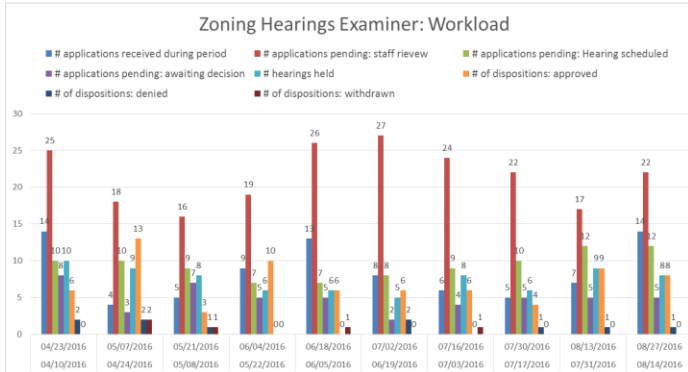
Building Permits Routed to Inspection Bureau, Inc.



# Water



## BOARDS



## Zoning

